

FIRSTCOM EUROPE LTD

Telecoms Services Schedule

Version: 2026.1 Effective from: 01/08/2026

This Telecoms Services Schedule forms part of the Agreement between Firstcom Europe Ltd (“Firstcom”) and the Customer. It should be read together with the Master Terms & Conditions and the Customer Order Form.

1. SCOPE OF TELECOMS SERVICES

This Schedule applies to the following telecoms services provided by Firstcom:

- Hosted Voice (VoIP)
- SIP Trunks
- FTTP Broadband
- SoGEA Broadband
- Ethernet / Leased Lines
- Mobile Services
- Numbering & Porting
- Call Packages & Tariffs
- Equipment Supply (Routers, Handsets, ONTs, etc.)

2. SERVICE PROVISION & INSTALLATION

2.1 Installation & Activation

Service delivery may require:

- site access
- internal cabling
- power availability
- router/ONT installation
- third-party engineering visits (e.g., Openreach)

All installation dates are estimates and depend on third-party availability.

2.2 Customer Responsibilities

The Customer must:

- ensure the Site is ready for installation
- provide access to engineers
- ensure internal wiring and power are suitable
- provide accurate information for provisioning

Failure to do so may result in Customer Delay Charges or supplier charges.

2.3 Excess Construction Charges (ECCs)

For FTTP and Ethernet, suppliers may identify ECCs after survey. The Customer must accept or decline ECCs within the timeframe stated by Firstcom.

If ECCs are declined, the order may be cancelled and supplier cancellation fees may apply.

3. HOSTED VOICE & SIP SERVICES

3.1 Service Description

Hosted Voice and SIP services provide VoIP telephony using Firstcom's network or approved carriers.

3.2 Emergency Services

VoIP services rely on power and internet connectivity. If either fails, emergency calls (999/112) may not work.

The Customer is responsible for ensuring alternative access to emergency services.

3.3 Number Allocation & Use

Numbers are allocated under Ofcom rules. The Customer does not own numbers and may not transfer them without permission.

3.4 Call Packages

Call packages include only the destinations stated on the Customer Order Form. Calls outside the package are charged at standard rates.

3.5 Hosted Telephony Equipment Support & Maintenance

(a) Support and maintenance for Hosted Telephony equipment is optional unless expressly stated on the Customer Order Form. Where support is included, the level of cover and duration will be specified on the Customer Order Form.

(b) Any free or promotional support period applies only where expressly stated on the Customer Order Form and does not extend beyond the period specified. At the end of any such period, support will be chargeable at Firstcom's standard rates unless the Customer enters into a separate support agreement.

(c) Equipment supplied under a lease or finance agreement does not include support or maintenance unless expressly stated on the Customer Order Form. The lease term does not determine or imply the duration of support cover.

(d) Where the Customer does not purchase ongoing support, Firstcom may provide ad-hoc support or engineering services at its standard time-and-materials rates.

4. CONNECTIVITY SERVICES (FTTP, SoGEA, Ethernet)

4.1 Service Description

Connectivity services provide internet access using fibre or copper infrastructure.

4.2 Speeds

Advertised speeds are achievable under optimal conditions and are not guaranteed.

4.3 Faults & Support

Faults may require:

- remote diagnostics
- router reboot
- ONT checks
- engineer visits

If a fault is caused by Customer equipment or internal wiring, charges may apply.

4.4 Minimum Term

Ethernet services typically carry longer Minimum Terms due to supplier contracts.

5. MOBILE SERVICES

5.1 SIMs & Tariffs

Mobile services are provided via Firstcom's partner networks. Coverage and performance depend on the underlying carrier.

5.2 Fair Usage

Unlimited packages may include fair usage limits. Roaming is subject to network policies and may incur additional charges.

6. NUMBER PORTING

6.1 Porting Process

Porting requires:

- a valid Letter of Authority (LOA)
- accurate number and account details
- confirmation from the losing provider

6.2 Porting Failures

Ports may fail due to:

- mismatched details
- ceased lines
- incorrect account information
- losing provider rejection

Firstcom is not responsible for delays caused by the losing provider.

6.3 Porting Windows

Ports occur during standard industry windows. Out-of-hours ports may incur additional charges.

7. EQUIPMENT

7.1 Ownership

Unless purchased outright, Equipment remains the property of Firstcom.

7.2 Care of Equipment

The Customer must:

- keep Equipment safe
- not modify or tamper with it
- return it on termination

Unreturned Equipment may be charged at replacement value.

8. FRAUD & SECURITY

8.1 Customer Responsibilities

The Customer must:

- secure their network, PBX, and devices
- use strong passwords
- restrict international dialling if not required
- notify Firstcom immediately of suspected fraud

8.2 Liability

The Customer is responsible for all call charges, including fraudulent calls, unless caused by Firstcom's negligence.

9. SERVICE LEVELS

A summary of telecoms service levels is provided in the **Customer-Facing SLA**.

Service credits (if applicable) are the Customer's sole remedy for service performance issues.

10. CHARGES

10.1 Billing

- Line rental and broadband are billed monthly in advance.
- Call charges are billed monthly in arrears.
- Mobile services follow the tariff rules stated on the Order Form.

10.2 Missed Appointments & Abortive Visits

Supplier charges for missed or aborted visits will be passed through to the Customer.

10.3 Early Termination

If the Customer terminates early, reduces usage, or migrates away, Early Termination Charges apply as set out in the Master Terms & Conditions.

11. TERM & TERMINATION

Each telecoms service has its own Minimum Term. Termination requires 90–120 days' written notice unless the Customer is a Microenterprise.

12. DOCUMENTS FORMING PART OF THIS SCHEDULE

This Schedule should be read together with:

- Master Terms & Conditions
- IT Managed Services Schedule (if applicable)
- Acceptable Use Policy
- Fraud & Security Policy
- Porting Policy
- ECC Policy
- Customer-Facing SLA
- Privacy Policy

END OF TELECOMS SERVICES SCHEDULE